IWUG Online Meeting Minutes

October 31, 2013

Topics discussed:

Announcements

Denise showed the location of the WITS training calendar on the website <u>www.wits.idaho.gov</u>. It will be updated soon with the November classes.

A new release is coming out and the October Release Notes will be available in about two weeks.

<u>Training – How to Correct & Resubmit Claims</u>

Denise advised there are two guides on the WITS website with instructions how to correct and resubmit claims from a rejected batch. The guides are located under the WITS User Guides tab, under the topic Billing-Adjustments/Corrections; they are titled "Correcting & Resubmitting Some Claims Items from a Rejected Batch" and "Correcting & Resubmitting All Claims Items from a Rejected Batch." Denise demonstrated the steps in the process for each of these.

Q & A

Q1. – Why is the WITS system really slow on Thursday nights?

A1. – Denise advised that the user will need to determine if everything they do on the internet is slow or if just WITS is slow. If a backup program or a virus scan is running in the background of the agency's network, it may be the cause of the speed.

Q2. - On the Claim Batch List, when I click on Profile, why don't any options display?

A2. – Denise asked this user to call the Help Desk so we can investigate this for her.

Future IWUG Meetings

Denise advised this is the last scheduled IWUG meeting so she will be establishing a new schedule for future meetings. You will receive an e-mail that you can use to register for the meetings.